

HIPAA Security Requirements for REVS Users

Providers who use REVS (Recipient Eligibility Verification System) to verify member eligibility, or to verify the status of an adjudicated claim online, must have a user ID and password to access the system. This requirement is part of HIPAA -related increased security measures, and affects every REVS access method: WebREVS, REVSpC software, the POS (Point-of-Service) device, the AVR (Automated Voice Response) system; and the Eligibility Operator.

All REVS access methods automatically prompt users to change their password, which must be updated every 90 days. POS device users who also access other REVS options must first change their password on their POS device, which will enable the password update to occur automatically for all other REVS access methods. Call the REVS Help Desk at 1 -800-462-7738 if you have questions about how to change your password.

How to update your REVS password

WebREVS

1. Open your web browser and go to www.massrevs.eds.com.
2. Type your current user ID in the User ID field.
3. Type your current password in the Password field.
4. Type a new password in the New Password field. A new password cannot be the same as the current password and must contain:
 - at least six but no more than eight characters;
 - at least four unique letters; and
 - at least one number.

Type the same password that you entered in the New Password field in the Confirm Password field.

REVSpC software 3.1

1. Open the REVSpC 3.1 application.
2. Type your current user ID in the User ID field.
3. Type your current password in the Password field.
4. Type a new password in the New Password field. A new password cannot be the same as the current password and must contain:
 - at least six but no more than eight characters;
 - at least four unique letters; and
 - at least one number.

5. Type the same password that you entered in the New Password field in the Confirm Password field.

Point-of-Service (POS) Device

Below are the POS device screen displays in the order in which they appear when you change your password.

MASSHEALTH USER ID : <u>ABCD123</u> PASSWORD: ***** LOGIN CHG PSWD	<ol style="list-style-type: none">1. Type your current user ID in the USER ID field.2. Press [enter].3. Type your current password in the PASSWORD field.4. Press [enter].5. Press the blue button below CHG PSWD.
MASSHEALTH NEW PASSWORD:***** CONFIRM PSWD: ***** EXIT SUBMIT	<ol style="list-style-type: none">6. Type a new password in the NEW PASSWORD field. A new password cannot be the same as the current password and must contain:<ul style="list-style-type: none">• at least six but no more than eight characters;• at least four unique letters; and• at least one number.
MASSHEALTH PASSWORD CHANGED PRESS ENTER TO CONTINUE	<ol style="list-style-type: none">7. Press [enter].8. Type the same password that you entered in the NEW PASSWORD field in the CONFIRM PSWD field.9. Press [enter].

**MASSHEALTH PLEASE SWIPE
CARD**
CARD# RID NAME EDIT

10. Press the blue button below SUBMIT.
11. The message "PASSWORD CHANGED PRESS ENTER TO CONTINUE" will appear.
12. Press [enter].
13. Conduct an eligibility verification to complete your password update.

Automated Voice Response (AVR) System

To Change Your AVR Password	
For the: letter:	Enter
A	*21
B	*22
C	*23
D	*31
E	*32
F	*33
G	*41
H	*42
I	*43
J	*51
K	*52
L	*53
M	*61
N	*62
O	*63
P	*71
Q	*11
R	*72
S	*73
T	*81
U	*82
V	*83
W	*92
X	*91
Y	*93

Z	*12
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1. Dial 1-800-554-0042.
2. Press 1.
3. Enter your numeric user ID followed by the pound (#) key.
4. Press 1 to confirm.
5. Enter your numeric password followed by the pound (#) key.
6. Press 1 to confirm.
7. Enter your provider number followed by the pound (#) key.
8. Press 4.
9. Enter a new password after the prompt for a new password. A new password cannot be the same as the current password and must contain:
 - at least six but no more than eight characters;
 - at least four unique letters; and
 - at least one number.Entering letters requires three presses for each letter. First, press the asterisk key. Next, press the key that has the letter you need to enter. Finally, press the 1, 2, or 3 key, which represents the position of that letter on the key.
10. Press the pound (#) key.
11. Press 1.
12. Enter the same password that you entered at the NEW PASSWORD prompt in the CONFIRM PASSWORD field.
13. The system will read the

new password back to you and confirm the password update was successful. If you don't receive this message, press 2 to go back to the main menu.